

RI Executive Office of Health and Human Services Medicaid Program

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Important information about a new health and drug plan that can improve how you get your Medicare and Medicaid Services

Dear <Name>:

The Rhode Island Medicaid Program is offering you a new health and drug plan that can make it easier for you to get health care services and prescription drugs under Medicare and Medicaid. The new health and drug plan is called **Neighborhood INTEGRITY.** It's provided by Neighborhood Health Plan of Rhode Island.

You would get all of your services in one plan, including doctor and hospital visits, medicines, <u>and</u> long-term care services like home care and nursing home care. You will keep access to all the Medicare and Medicaid services you have now.

This new plan also offers services you may not be getting now:

- One customer service number for all your questions and needs,
- A care manager who can help coordinate your care,
- No copays for prescription drugs, and
- A Nurse Advice Line to call anytime day or night, 7 days a week.

See the enclosed flyer for more information.

How do I enroll in the Neighborhood INTEGRITY plan?

Complete and mail the enclosed application. If you prefer, call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday- Friday, 8:30 am- 7:00 pm and we'll help you apply over the phone. You can choose to enroll at any time.

If I enroll in Neighborhood INTEGRITY, can I change my mind later?

Yes. You always have the option to switch out of the plan and go back to receiving Medicaid, Medicare, and your prescription drug plan (Medicare Part D) the way you did before.

Where can I get more information about Neighborhood INTEGRITY?

- **Enrollment questions and application help -** Call the Medicare-Medicaid Plan Enrollment Line at 1-844-602-3469 (TTY 711), Monday Friday 8:30 am 7:00 pm.
- **In-person help** Call the POINT at (401) 462-4444 (TTY 711). They can refer you to a State Health Insurance Program (SHIP) counselor to talk about your options. Monday, Wednesday, Friday, 8:30 am- 4:00 pm, Tuesday and Thursday 8:30 am- 8:00 pm, and Saturday, 8:30 am -12 noon.
- **Provider network, benefits and services** To see if your doctor is in Neighborhood's network and what drugs are covered, call Neighborhood Member Services at 1-844-812-6896 (TTY 711), Monday Friday 8:00 am 8:00 pm, Saturday 8:00 am 12 noon or check www.nhpri.org

Where can I get more information about Medicare?

For questions about Medicare, call: 1-800-MEDICARE (1-800-633-4227) TTY users: 1-877-486-2048. 24 hours a day, 7 days a week or go to: www.medicare.gov

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